

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PERSONNEL**

CLASSIFICATION: POLICE COMMUNICATIONS SPECIALIST

Class Code: 6990-14

Date Established: 01-29-74

Occupational Code: 9-5-2

Date of Last Revision: 12-28-01

BASIC PURPOSE: To receive and transmit messages via two-way radio, telephone and other telecommunications equipment nationwide to enforcement and emergency field personnel; to receive emergency reports as first-line contact personnel, and direct calls appropriately.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Operates multi-line telephone, multi-frequency radio transmitters, receivers, and nationwide telecommunication system to receive and transmit messages.
- Radios the assignment of law enforcement personnel to proper locations during police emergencies; alerts other emergency personnel and equipment.
- Operates video and audio perimeter surveillance systems to screen access to secured facility.
- Monitors duty functions of Communication Specialist Trainees, including training and checking work assignments.
- Originates and transmits enforcement and emergency information to a variety of state departments and outside agencies.
- Takes notes and fills out report forms, including documentation of towed vehicles, emergency responses and traffic records.
- Organizes daily log entries by using typewriter, word processing equipment, and computer terminals.
- Assists in training new employees in the use of telecommunications equipment, recordkeeping and filing.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by

facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience in communications work requiring the use of a two-way radio system and typewriter.

License/Certification: Certified State Police On-Line Telecommunications Systems Operator.

RECOMMENDED WORK TRAITS: Knowledge of the practices and procedures of communications. Knowledge of the principles and practices of supervision. Knowledge of the procedures and practices of information input and retrieval in a computerized communications system. Skill in the operation of communications equipment and telecommunications equipment. Skill in coding information for computer input or storage of information. Ability to follow manuals and guidelines to operate telecommunications equipment. Ability to recognize unusual conditions and react quickly and calmly in emergency situations. Ability to communicate clearly and concisely. Ability to maintain accurate files. Ability to recall names, street addresses, vehicle license numbers, and radio code signals. Ability to read and understand procedural manuals, computer screens and written and typed messages. Ability to hear and understand messages under conditions of background noise and distraction. Ability to perform mentally fatiguing and stressful tasks. Ability to establish and maintain effective working relationships with associates, supervisors, police officials and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.

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